

## FortiClient VPN — Mac

### Installation

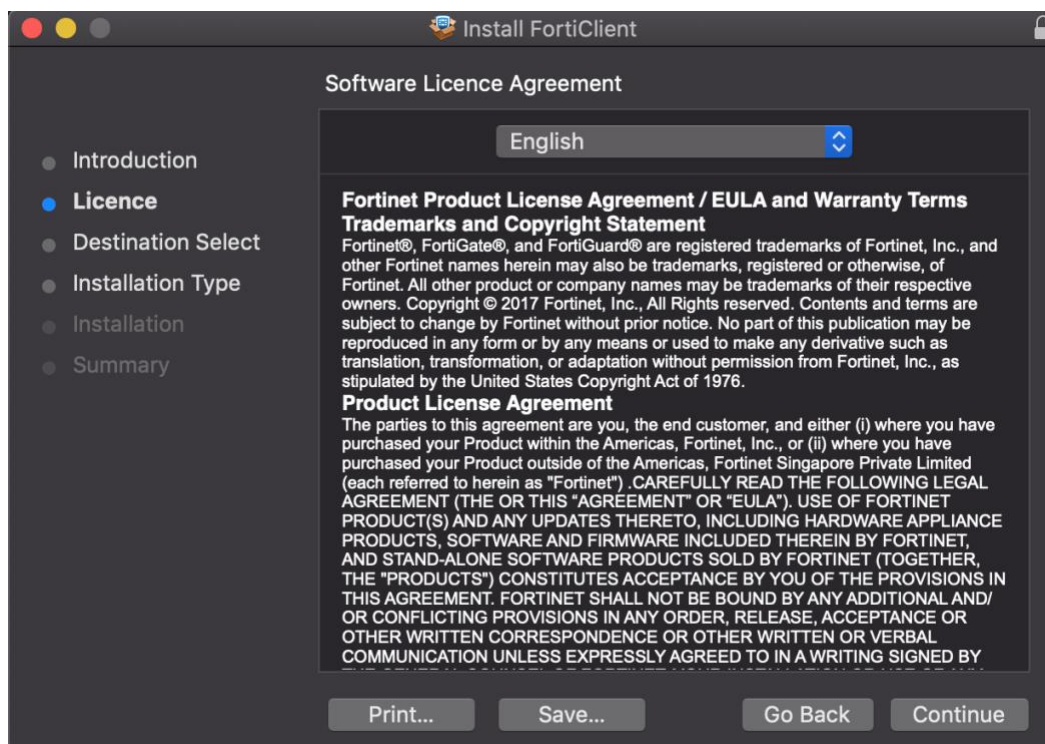
1. Download the Forticlient VPN Mac Installer [here](https://go.unimelb.edu.au/9g9r) (Link: [go.unimelb.edu.au/9g9r](https://go.unimelb.edu.au/9g9r)).
2. Open the installer (FortiClientVPNSetup\_6.2.4.724\_macosx.dmg), and double click “Install”



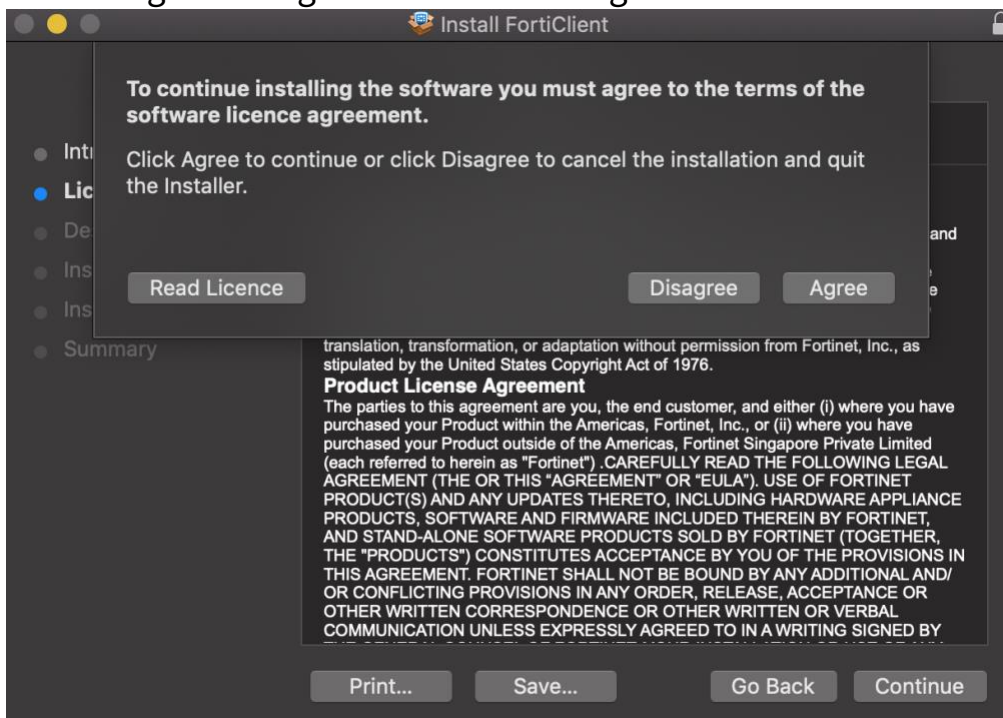
### 3. Select “Continue”.



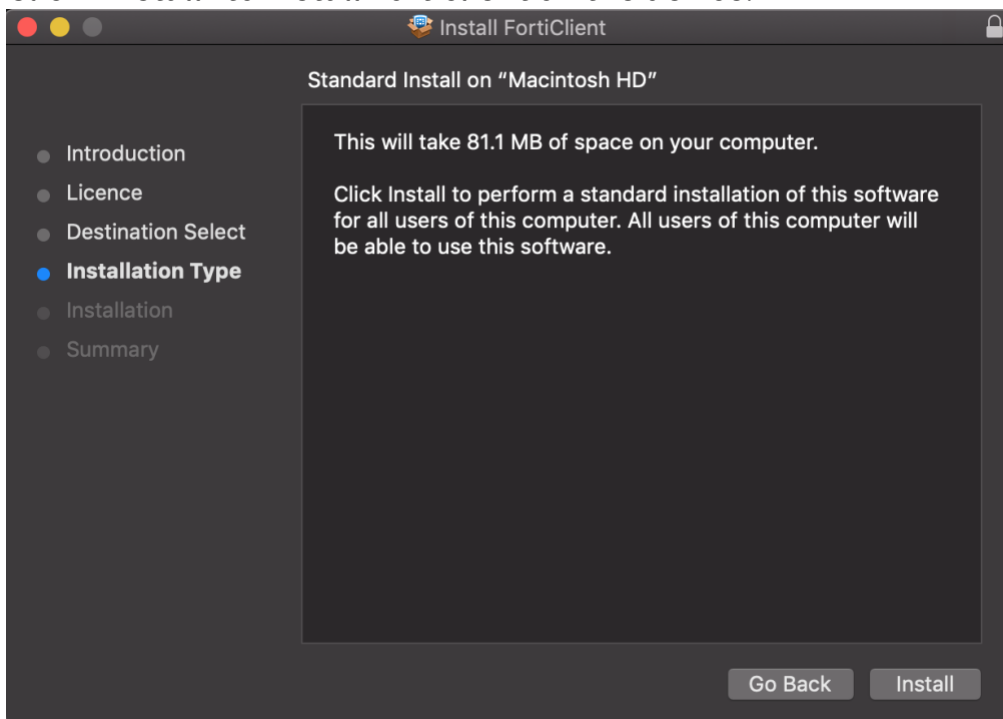
### 4. Select “Continue”.



5. Select “Agree” to agree to the licence agreement.

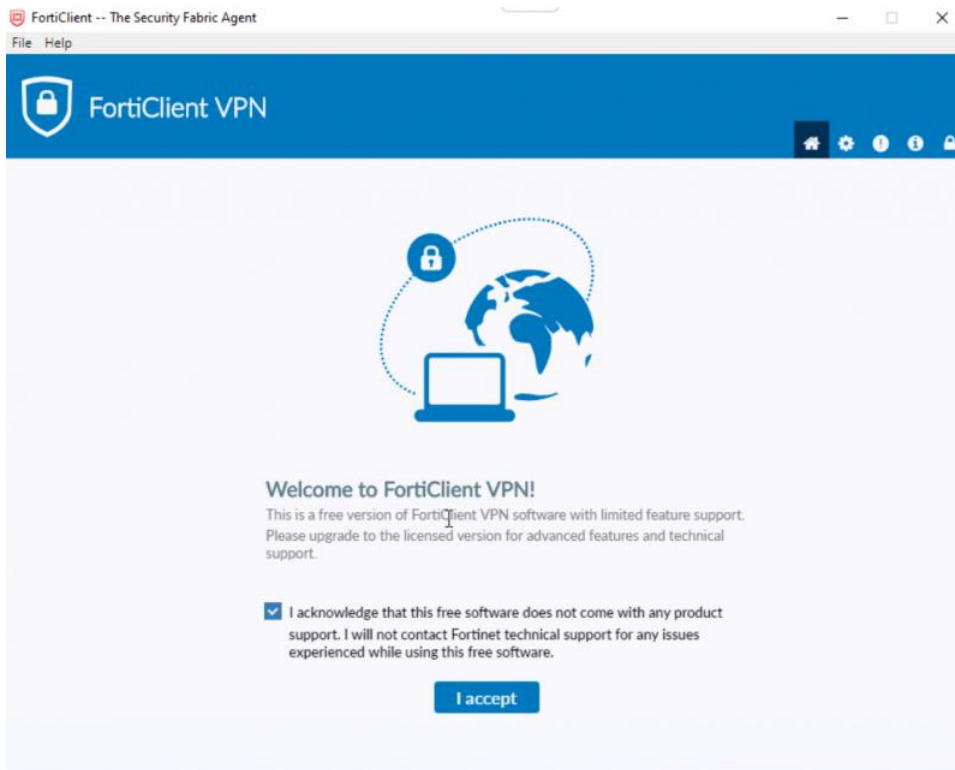


6. Click “Install” to install Forticlient on the device.

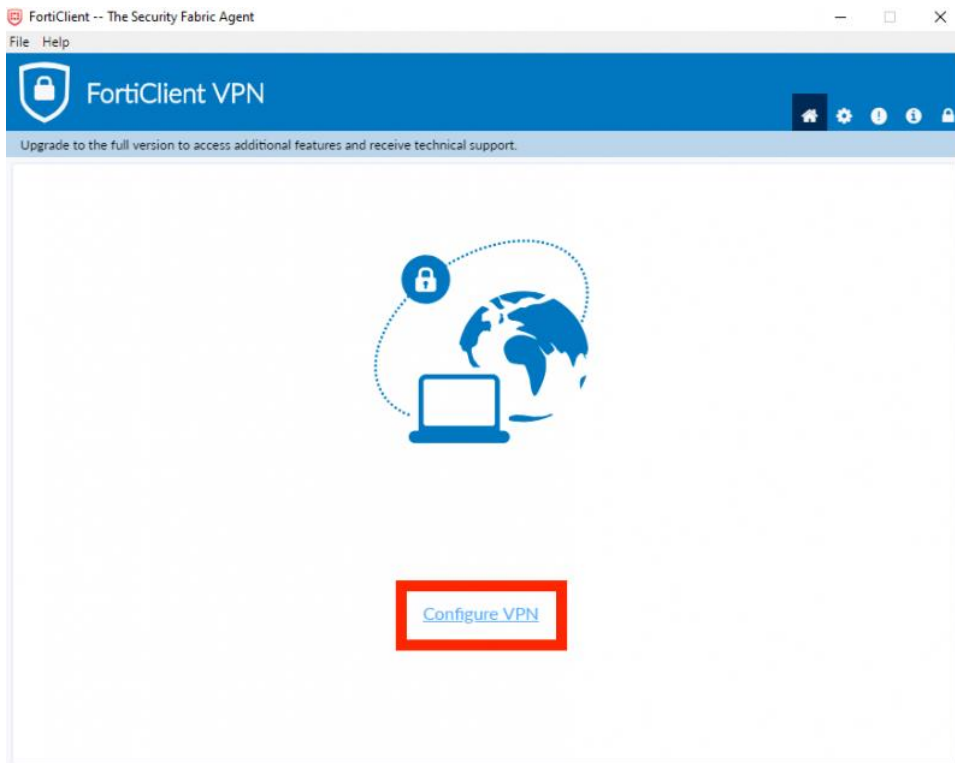


## Configuration

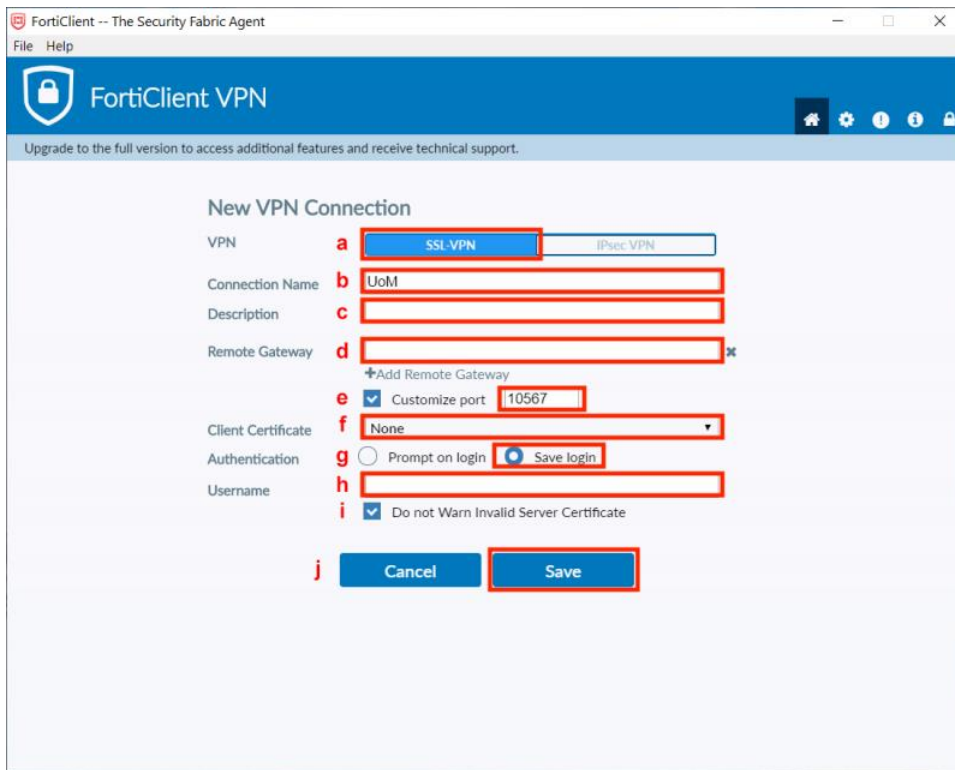
1. Open FortiClient VPN
2. Click the **checkbox** next to “I acknowledge...”, then click **I accept**



### 3. Click **Configure VPN**



4. In the **New VPN connection** window, enter the following information:
- a. **VPN:** SSL-VPN
  - b. **Connection Name:** UoM
  - c. **Description:** Leave blank
  - d. **Remote Gateway:** Enter the details for the nearest location to you. If you are unable to connect to the nearest location, or if the service is very slow, try a different location:
    - i. Beijing: remote-bj.unimelb.edu.au OR 123.56.116.200
    - ii. Hangzhou: remote-hz.unimelb.edu.au OR 116.62.54.69
    - iii. Shenzhen: remote-sz.unimelb.edu.au OR 120.76.195.161
  - e. **Customize port:** Tick, enter 10567
  - f. **Client Certificate:** None
  - g. **Authentication:** Select Save login
  - h. **Username:** Enter your University of Melbourne student account username
  - i. **Do not Warn Invalid Server Certificate:** Tick

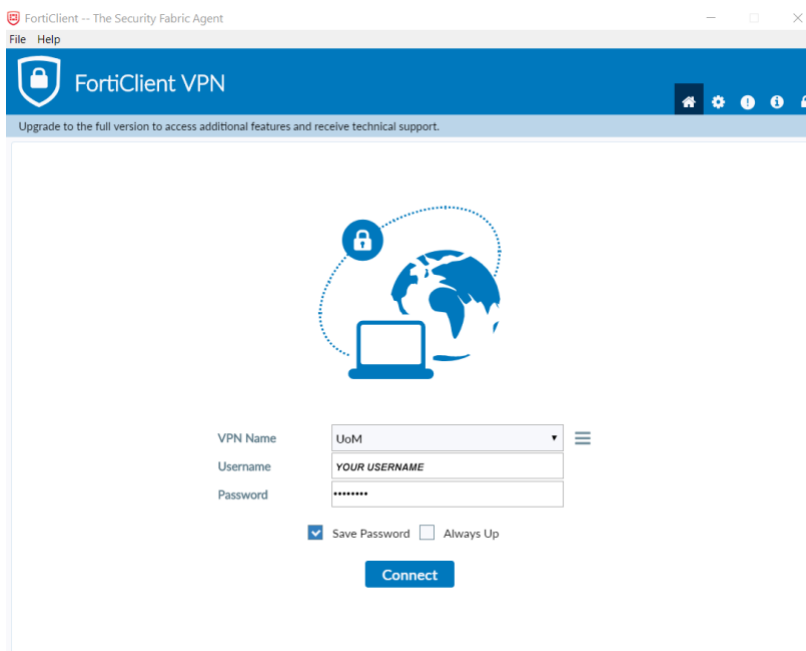


5. Click **Save**

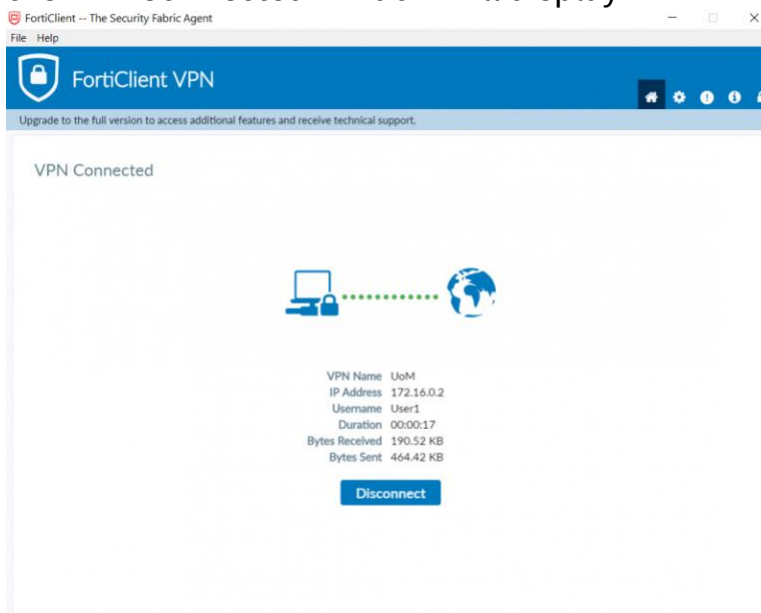
## Connecting

1. After configuring the software, the login window will open. Enter your University of Melbourne **student account username and password**

and click **Connect**



2. The VPN client will start connecting. When the connection is complete the VPN Connected window will display



3. Test your connection by logging in to Canvas [LMS](#) using any browser

## Basic Troubleshooting

- Ensure your operating system is updated (especially for Mac)
- Disable all other VPNs

- Do not run FortiClient on another device at the same time
- Reset your password here (link: [go.unimelb.edu.au/pgh6](https://go.unimelb.edu.au/pgh6))
- Reinstall Forticlient VPN
- Try all 3 location points
  - Beijing: remote-bj.unimelb.edu.au OR 123.56.116.200
  - Hangzhou: remote-hz.unimelb.edu.au OR 116.62.54.69
  - Shenzhen: remote-sz.unimelb.edu.au OR 120.76.195.161
- If possible, try another WiFi network